Personal Data

1. Introduction

With ACE it is possible that you are the person that registered an application, however, this section is written as though you did not complete the registration. Instead, assume that you were assigned the case file and are now ready to begin the eligibility process. Information on registration is located in the **Registering an Initial Application Chapter**.

To locate the customer in ACE, use **"Find Person"**. Directions for using **"Find Person"** are located in the **Navigation Chapter**.

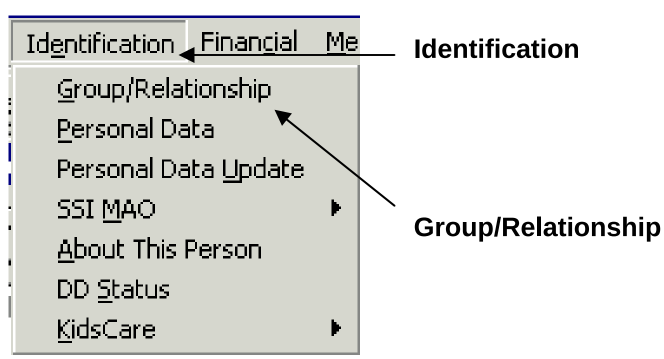
The **"Standard Path"** was developed to guide you through the appropriate windows, and the tabs in each window. By using the **"Forward"** button, this helps ensure that all windows are completed on the standard path.

!	**Keep in mind that you are responsible for reviewing the screens completed during the application registration to ensure the information was entered correctly.**

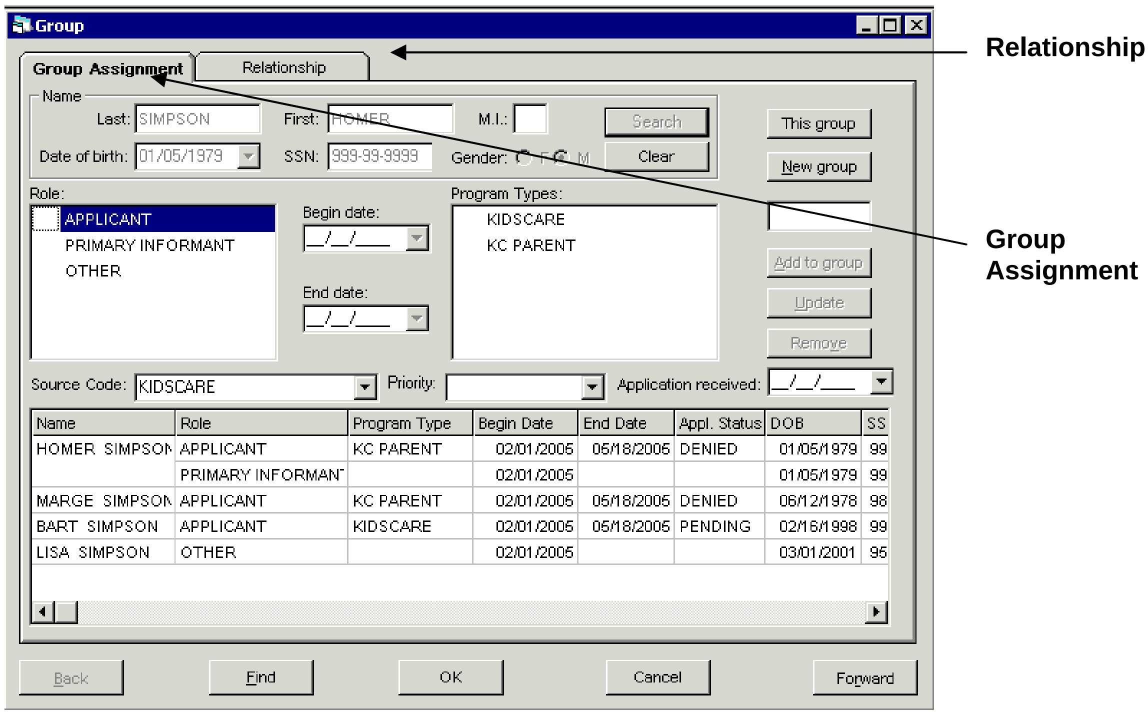
ACE allows you to enter information from the application without entering verifications. However, you cannot disposition the case until all required verifications are completed. During the initial Triage, you will want to access the **"Verification"** windows, as ACE allows you to enter the requested verification on the **"Request for Information"**.

2. Group Assignment Window

The first tab in the eligibility process is in the **"Group"** window. To locate the **"Group"** window click on **"Identification"** on the main menu. Locate and click on **"Group/Relationship"** on the drop down menu.



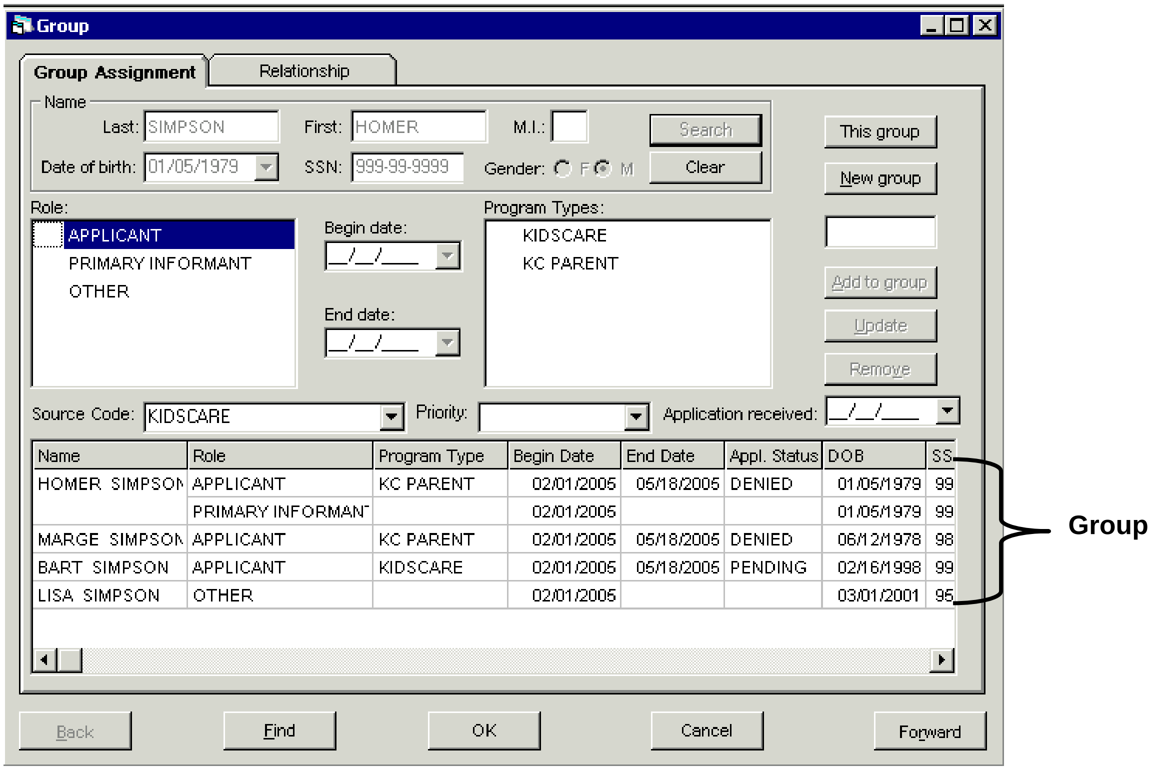
The **“Group”** window will open. There are two tabs on this window. The **“Group Assignment”** tab is used for registration. The **“Relationship”** tab is used to establish the relationship of all individuals known to the group.



3. Group

A group is made up of the individuals identified in a case. It can include:

- **Applicant** (Customer).
- **Primary Informant** (If the **Primary Informant** is applying, that individual will have the role of **Primary Informant** and **Applicant**).
- **Other** (Any individual who is in the income group, but is not applying and is not the Primary Informant. For example, children receiving Medicaid or parents who are not applying).



Enter an **"End Date"** that indicates the date the non-applicant is no longer considered a part of the group, or has changed roles or coverage ended. Refer to **Registering an Initial Application Chapter** for directions on how to enter additional group members.

!	**Be sure to verify the roles are correct before moving on.**

Click on the **"Forward"** button to go to the next tab in the Standard Path, which is the **"Demographic"** tab.

4. Demographic Tab

When entering information on the **"Demographic"** tab, it is important to ensure that the information being entered is for the correct group member.

It may be helpful to complete all the information on a window for one individual at a time on the Standard Path.

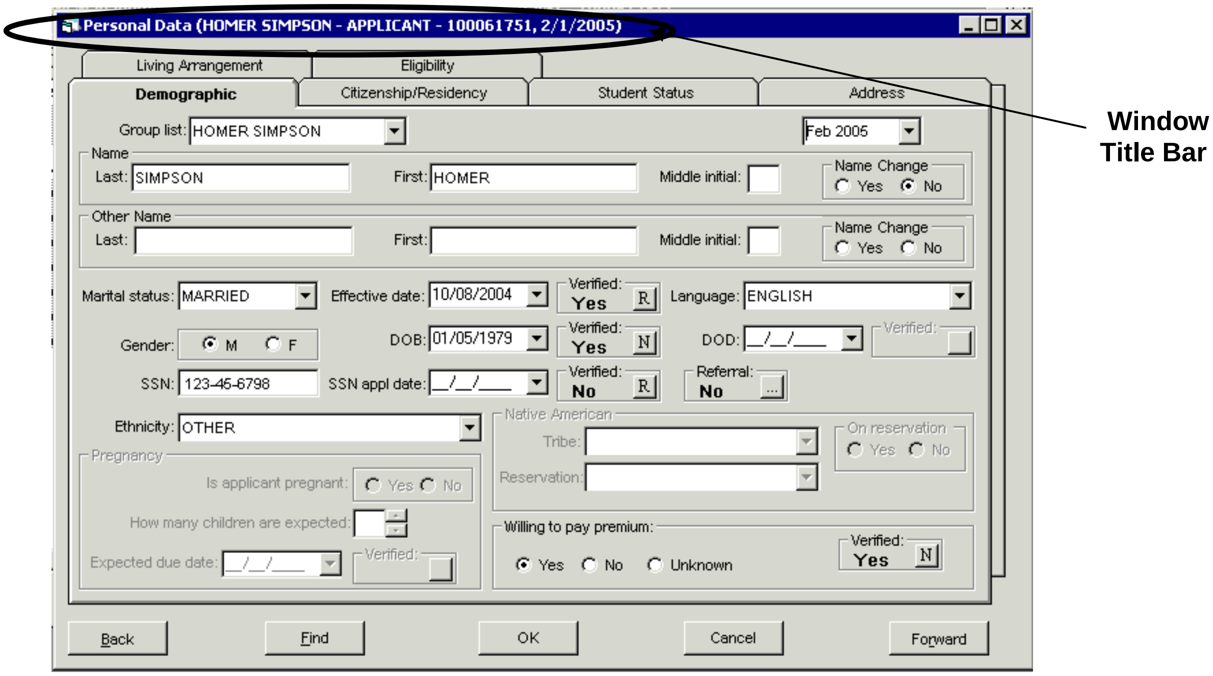
There are two ways to determine which group member's window is open. First is the **Window Title Bar,** and the second is the **Group List.**

The Window Title Bar will show:

- The group member's name.
- The role they hold in the group.
- The person identification number (PID) for that individual.

- Current control date of the group.

In this example, the customer's information is displayed.

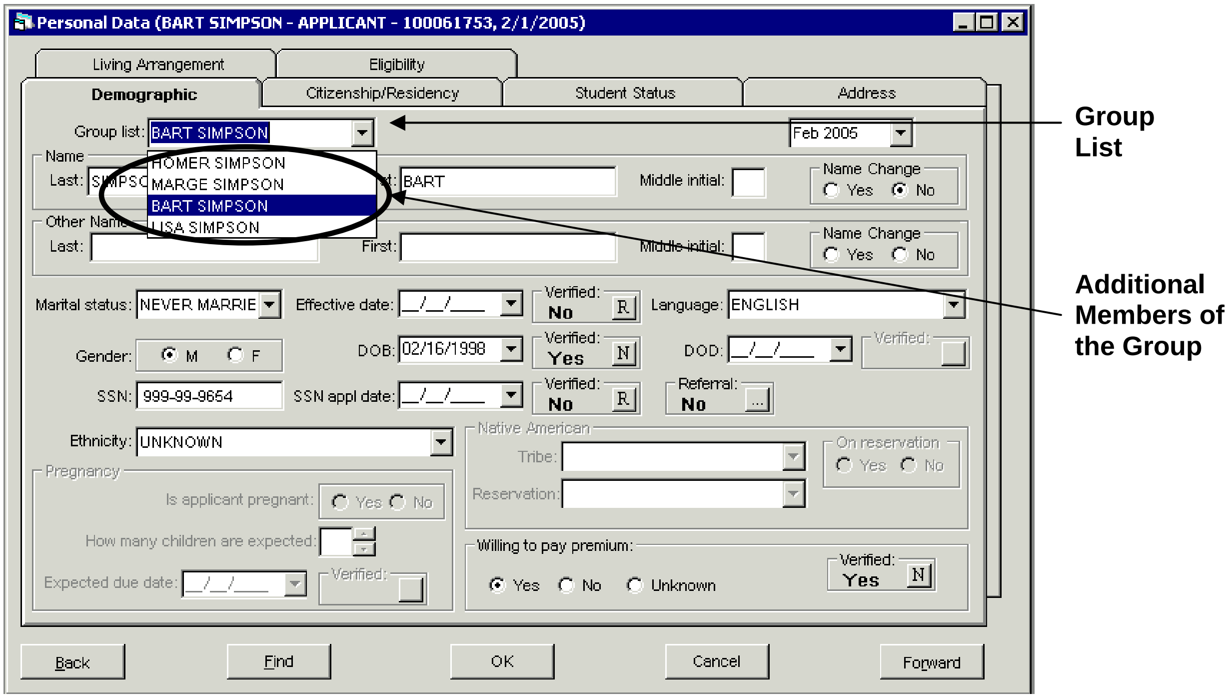


The **Group list** will show:

- The name of the group member whose information is currently displayed on the tab.
- All members known to a particular group.

You may change group members by opening the drop down list. To open the drop down list click on the ▼ (down arrow) for **"Group List"**. To view a different group member, click on that member's name. The **"Personal Data"** window title bar will display the requested person's name, role, PID, and current control date.

In the example below, there are three additional members, besides Bart Simpson in this group.

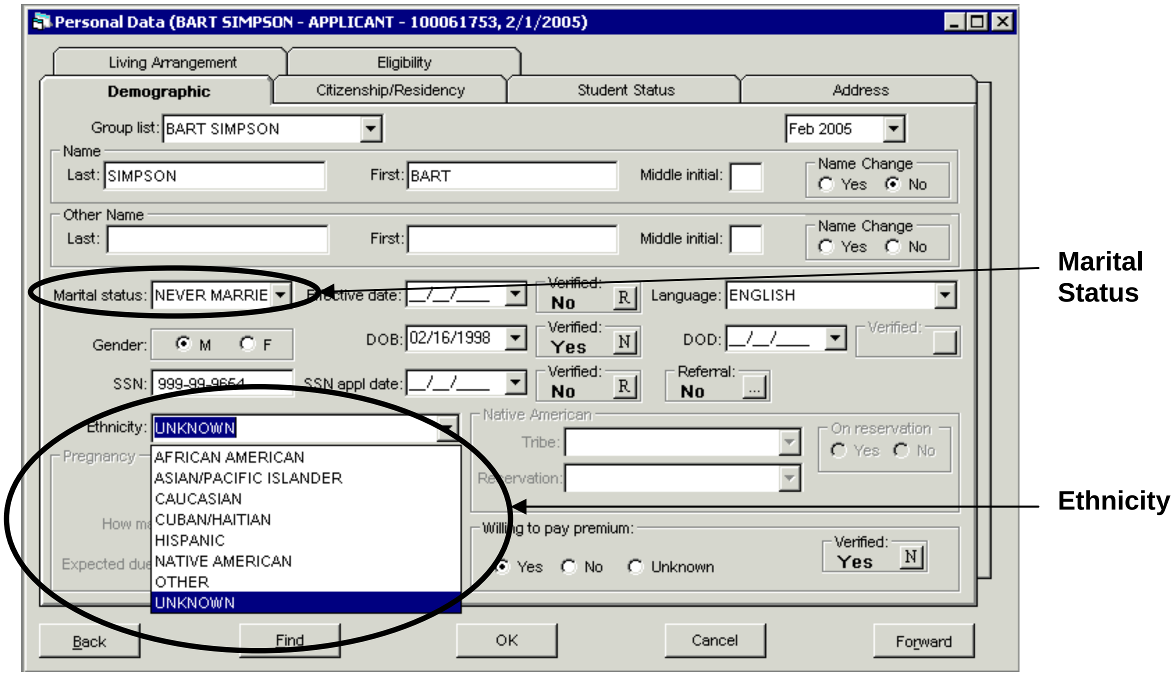


Portions of the **"Demographic"** tab will have been completed during the initial registration process. You will still need to review the information and make sure it is accurate, correct any errors, and add any missing information. During the initial registration, the following fields should have been completed for all household members:

- **Date of Birth**
- **Language**
- **Gender**
- **Social Security Number**
- **Willing to pay a premium**
- **Pregnancy**

During the initial registration, the **"Language"** should have been entered on the **"Demographic"** tab. Language determines if an interpreter is needed.

You will need to complete **"Ethnicity"** and **"Marital Status"**. To open the drop down list, click on the ▼ (down arrow). Select the choice that best describes the customer.

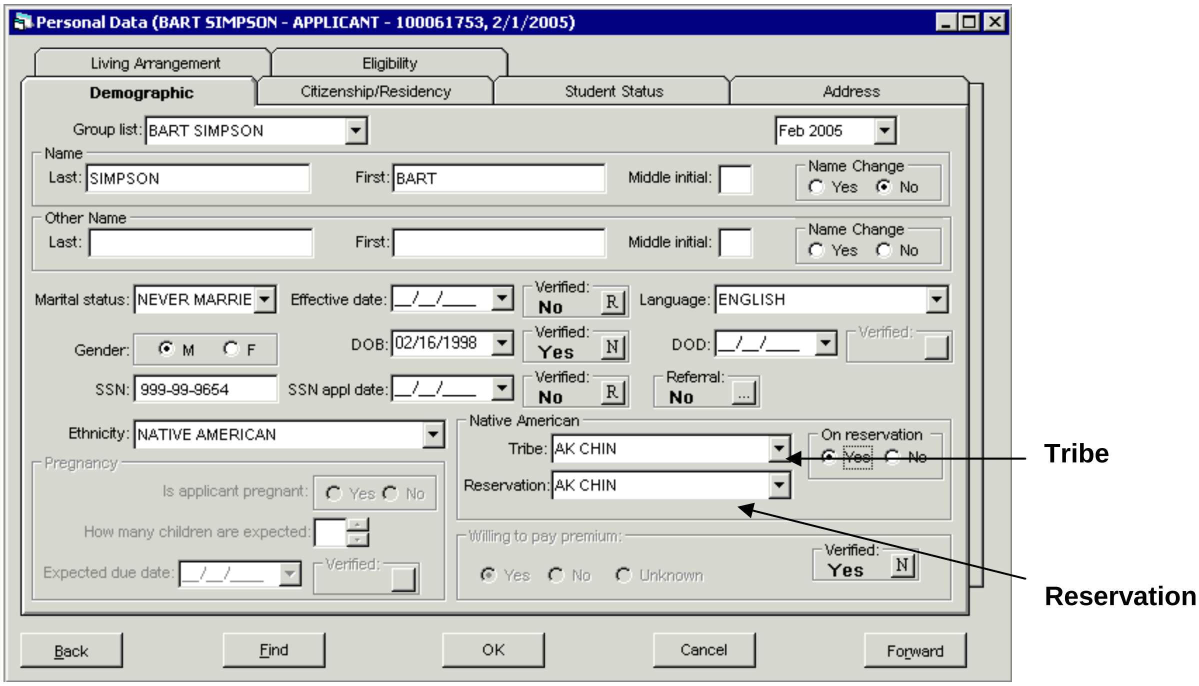


If the **"Ethnicity"** is Native American, the grid containing information for all Native Americans becomes enabled. Also, the **"Willing to pay a premium"** field will automatically be disabled.

There are two drop down lists in this section. Neither is required for KidsCare or AHCCCS Health Insurance for Parents, but can be entered if the information is known.

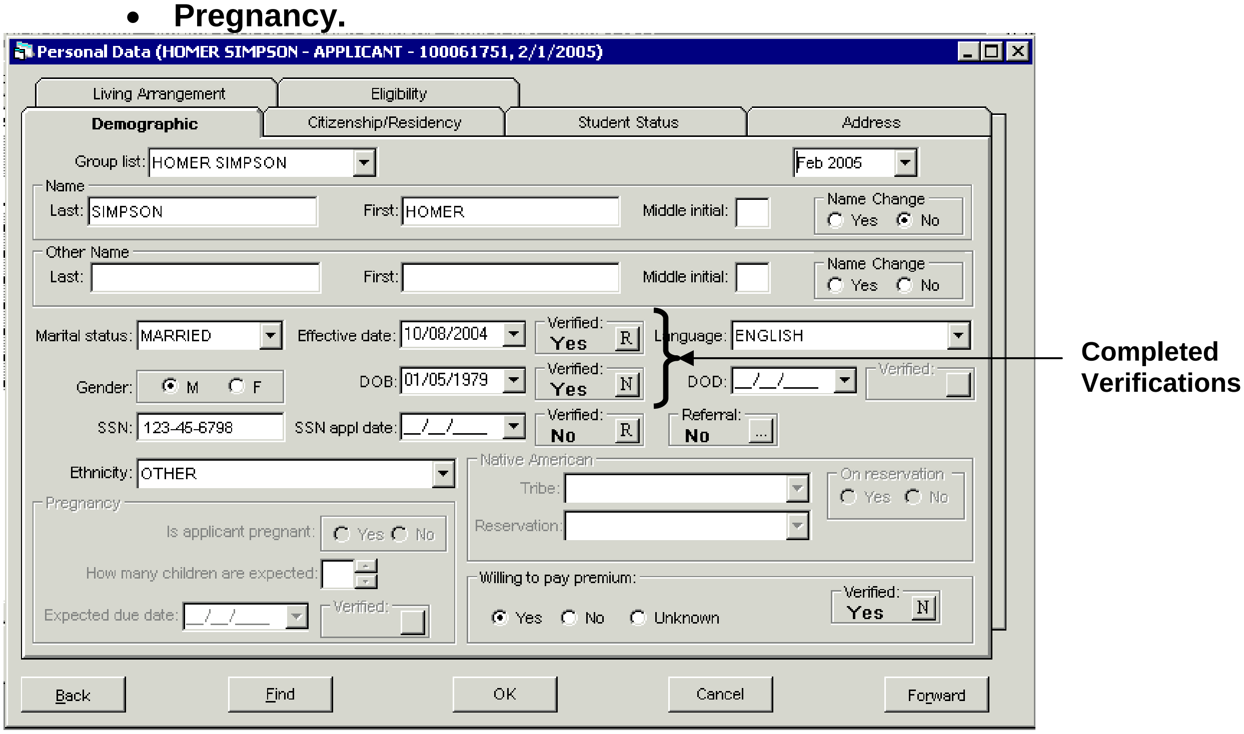
- **Tribe** — To select the tribe, click on the ▼ (down arrow) and select the tribe in which the customer is an enrolled member.
- **Reservation** — To select the reservation, click on the ▼ (down arrow) and select the appropriate reservation, if the customer resides on the reservation.

The radio buttons for **"On reservation"** are answered with a **"Yes"** or **"No"**. A **"No"** answer disables the **"Reservation"** field.



The following items on the **"Demographic"** tab need to be verified:

- **Marital status**.
- **Date of birth** (automatically verified by ACE)**.**
- **Date of death.**
- **Social Security Number.**
- **Willing to pay a premium** (automatically verified by ACE).
- **Pregnancy.**



!	**Remember: ACE will allow you to continue with the entry of information without completing the required verifications.**

However, you **will not** be able to approve the case until all mandatory verifications are completed. The **Verification Chapter** provides instruction on completing verifications.

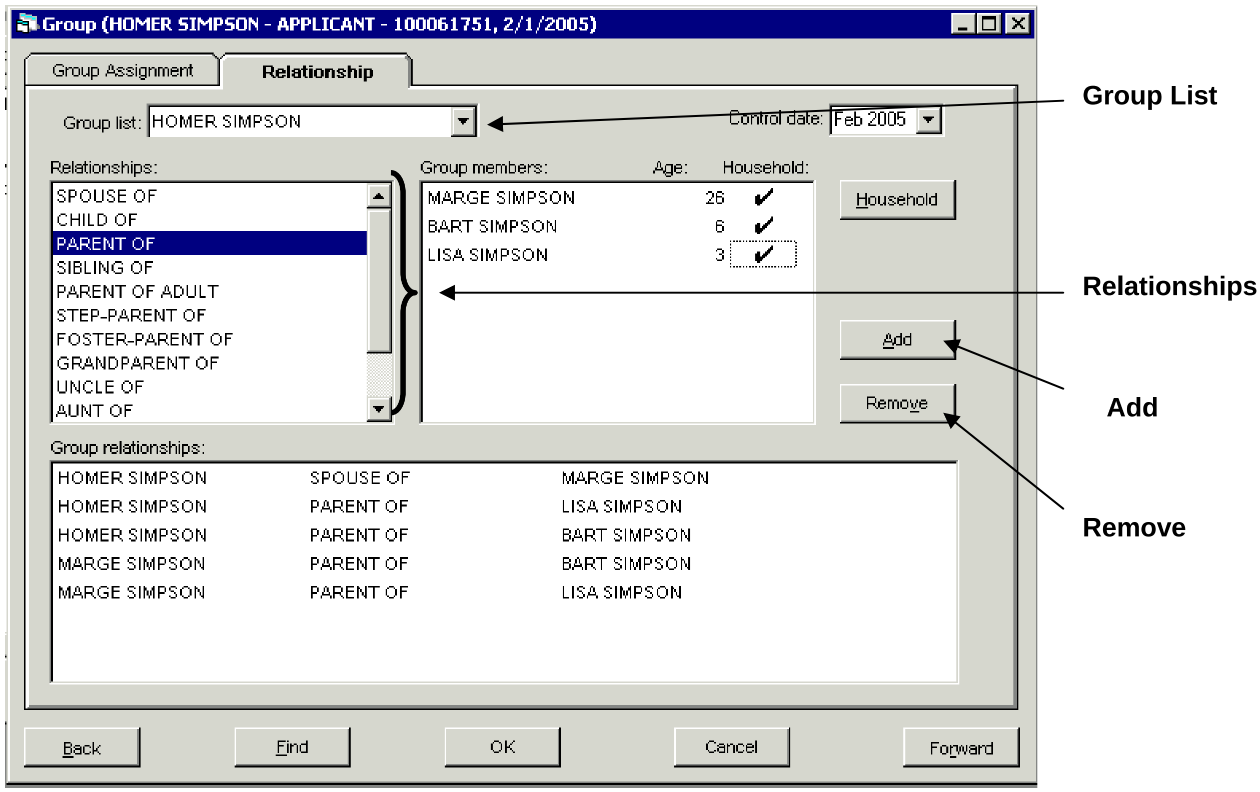
When you have completed the entries for all group members, click on the **“Forward”** button to continue to the next tab in the Standard Path, which is the **“Relationship”** tab on the **“Group”** window.

5. Relationship

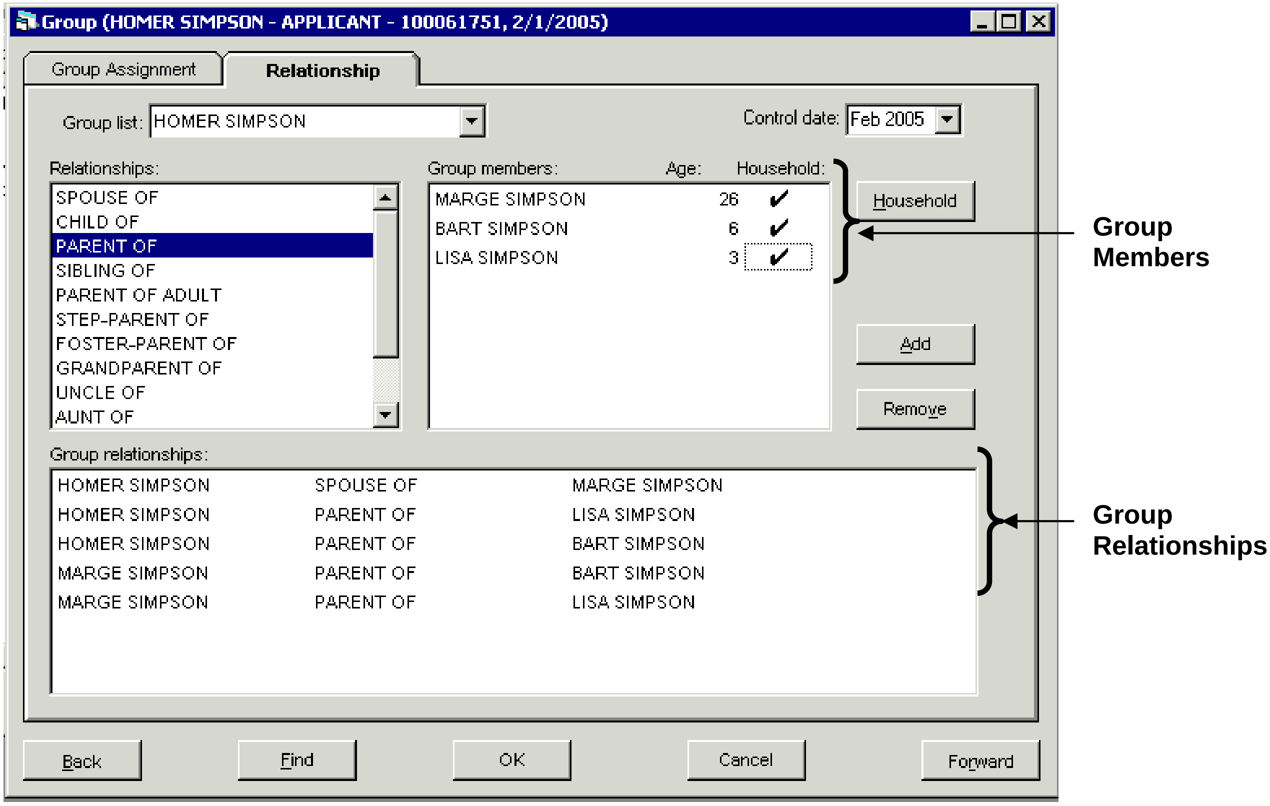
On the **“Relationship”** tab, e sure to enter the relationships for the parents to the children and the other parents in the household. you will determine what (if any) relationship the customer has to the other members of the household.

To begin:

- Click on the first adult **“Group members”** name from the group list to highlight it.
- ACE will automatically put everyone who is registered in the household. If the person is not living in the household, click the **“Household”** button to take them out of the household.
- In the **“Relationships”** grid, click on the relationship that best describes the customer’s relationship to the group member.
- Click **“Add”**.
- In the **“Group relationships”** grid both names appear with the relationship of the customer to the group member displayed.



Continue to repeat the steps for each adult member of the group until you identify their relationship for everyone. If the customer is not related to a member of the group, indicate this by selecting **"Not related to"** from the **"Relationships"** list. In the example below, Homer Simpson is the spouse of Marge Simpson. Homer Simpson and Marge Simpson are the parents of Bart Simpson and Lisa Simpson.



If you realize you have assigned the incorrect relationship, click on the group member's name in the **"Group Relationship"** grid causing it to be highlighted, then click **"Remove"**.

Select the correct relationship, and click **"Add"**.

!	**Note:** It is important that these relationships are correctly entered in ACE since the income groups are automatically determined by this information.

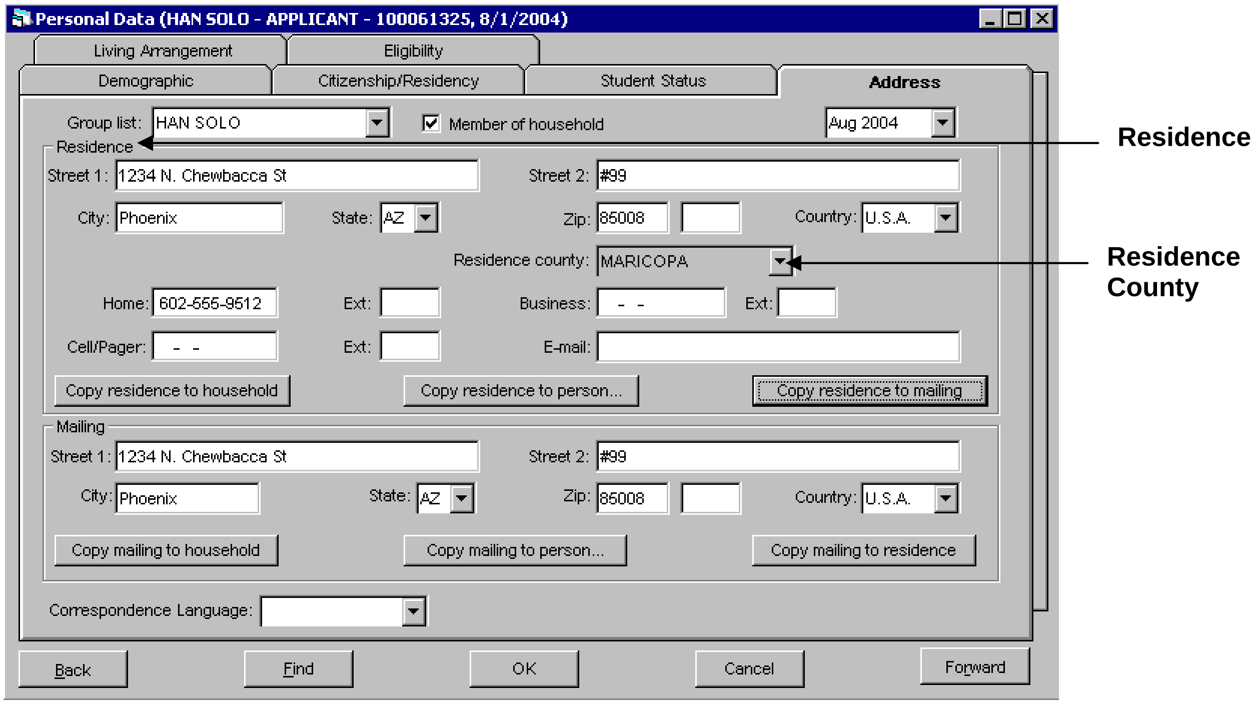
When you have completed all entries, click on the **"Forward"** button to continue to the next tab in the Standard Path, which is the **"Address"** tab on the **"Personal Data"** window.

6. Address

Portions of the **"Address"** tab will have been completed during the initial registration process. You need to review the information and make sure it is correct, correct any errors, and/or add any missing information. During the initial registration the following fields should have been completed:

- **Residence** (the complete address).
- **Phone Number** (if available).
- **Mailing** (the complete address).

ACE will determine the **"Residence county"** automatically when a complete address is entered in the **"Residence"** grid.

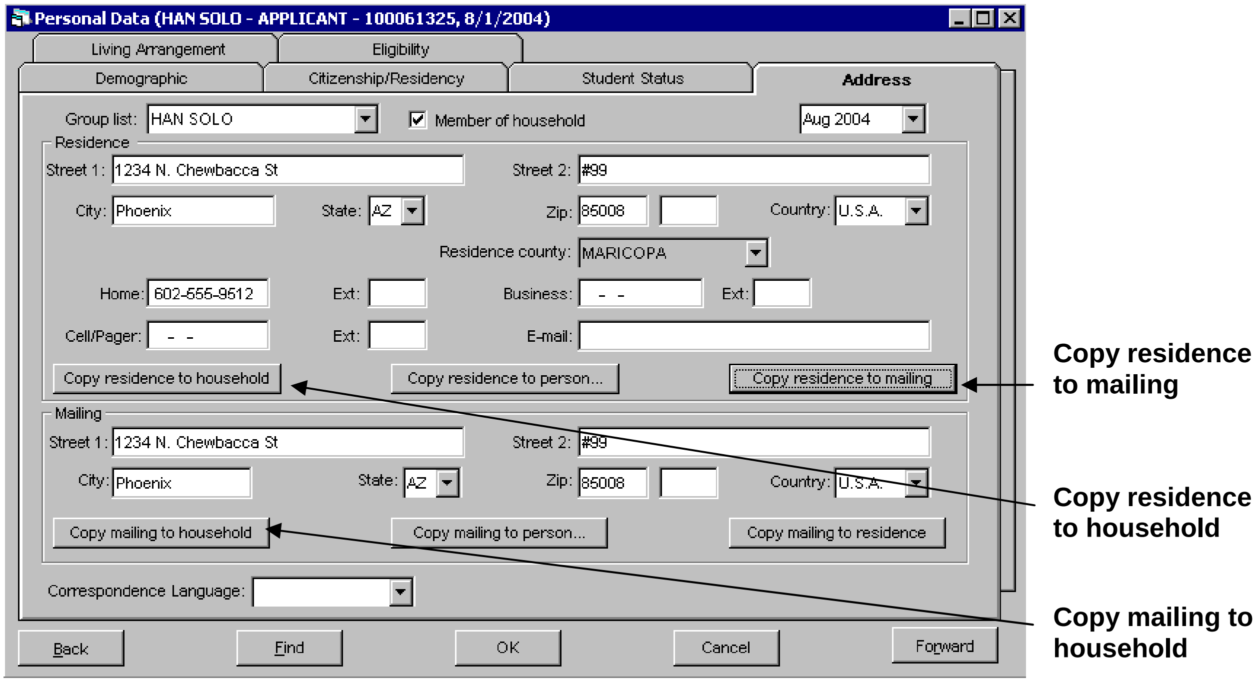


If you see an error in the **"Residence"** grid, correct the mistake.

To use the same residence address for the entire group, click on the **"Copy residence to household"** button, and the residence address will automatically be copied to the rest of the household members.

Clicking on **"Copy residence to mailing"** will enable the residence address to appear in the mailing address.

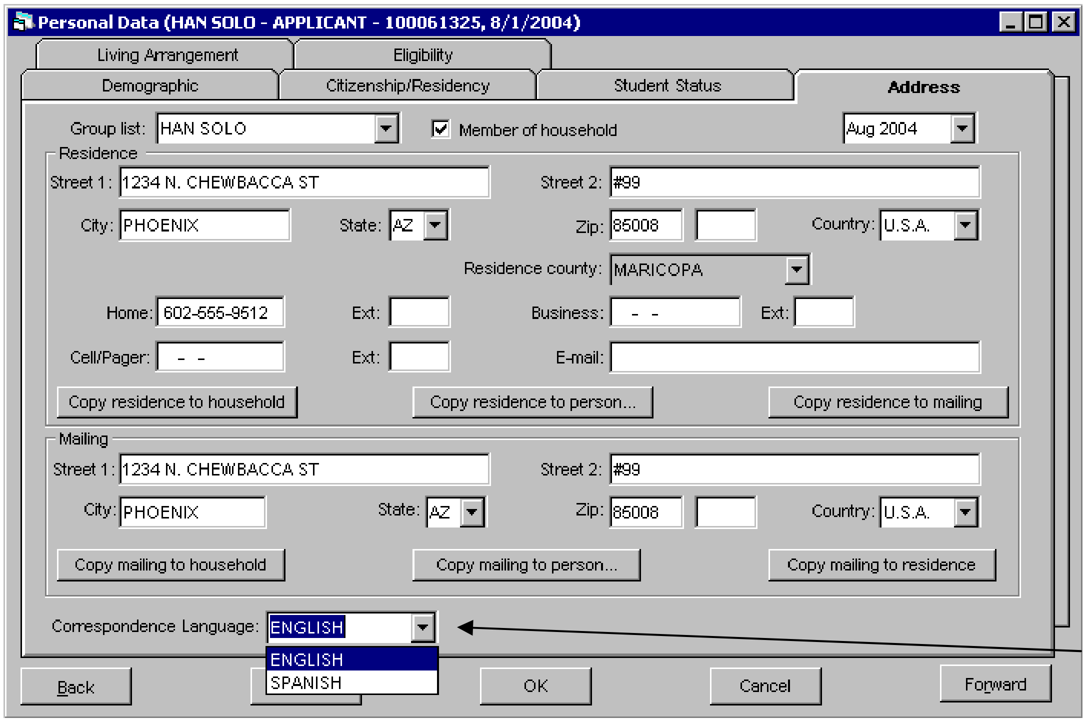
To use the same mailing address for the entire group, click on the **"Copy mailing to household"** button, and the mailing address will automatically be copied to the rest of the household members.



Before entering any information on a tab, make sure the correct group member's information is showing.

The **"Correspondence Language"** field is on the bottom of the **"Address"** tab. Click on the ▼ (down arrow) and select the correct correspondence language.

Note: The **"Correspondence Language"** field of the Primary Informant will determine the language of the notices and forms ACE sends to the customer.



Correspondence Language

When you have completed all entries, click on the **"Forward"** button to continue to the next tab in the Standard Path, which is the **"Eligibility"** tab.

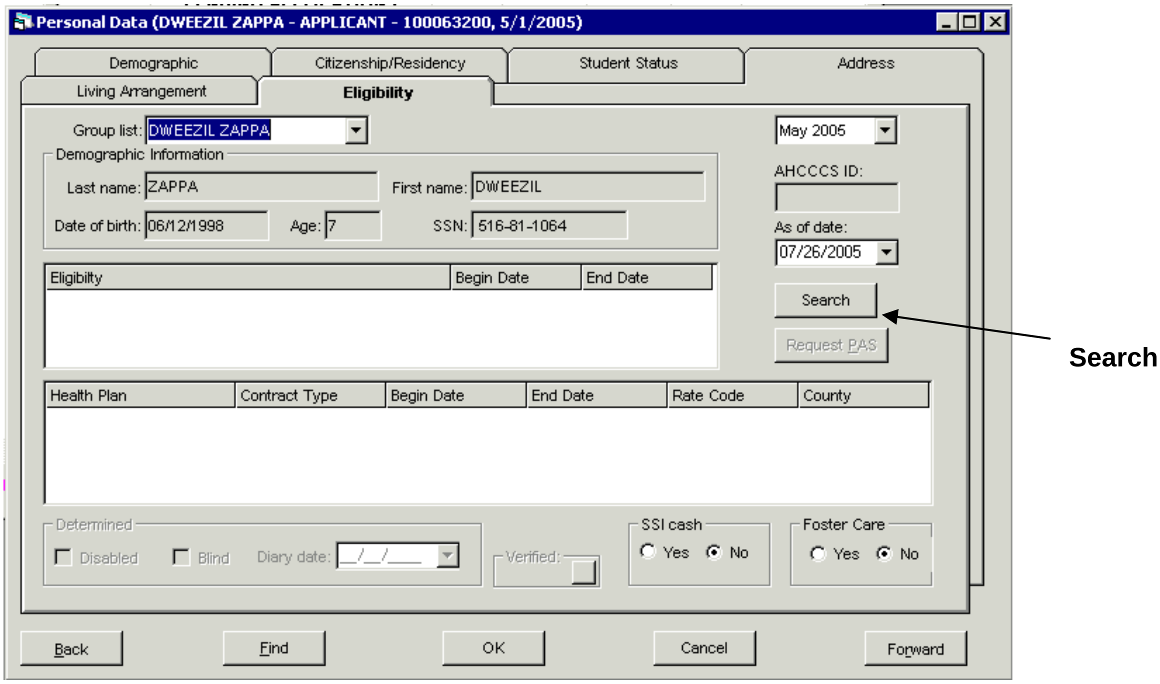
7. Eligibility

The **"Eligibility"** tab provides information on eligibility and enrollment from PMMIS. It will identify customers that have higher eligibility in PMMIS.

To have ACE interface with PMMIS, click on the **"Search"** button.

ACE automatically conducts a search by using the AHCCCS ID if one is known. Otherwise, ACE will use the Social Security number and/or name to search for a match. If it does not find a match for any of the information entered, the eligibility and enrollment fields will remain blank and the ACE pop-up box will appear with the message **"No AHCCCS ID exists for this person."**

Note: Double check that the name and Social Security number have been correctly entered before completing the search.



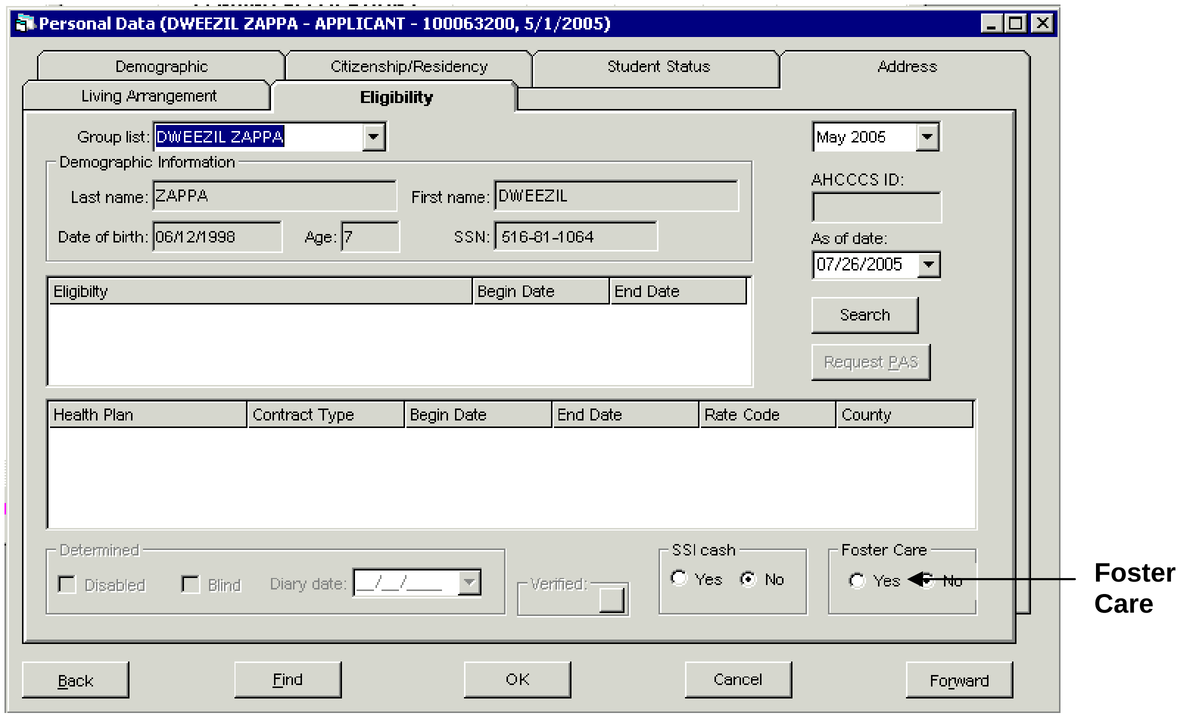
During the initial application, all of the fields may not be populated in the **"Eligibility"** tab, however, after approval the fields will display the eligibility and enrollment information from PMMIS.

If the customer is **SSI Cash,** click the **"Yes"** radio button. If the customer does not receive SSI Cash, click **"No"**.

If the customer is a **Foster Child**, change the radio button by clicking the **"Yes"** radio button. ACE automatically defaults the customer to **"No"**.

ACE interfaces with PMMIS, and will search the PMMIS database for eligibility and enrollment within the last 90 days looking for a match. If the search does not result in a match, you may access PMMIS, and quickly check the RP145 Inquire Eligibility Summary, and RP160 Inquire Enrollment.

The **"As of date"** allows you to select the date you wish to view eligibility and enrollment for the customer. If you wanted to have ACE look further back than 90 days, you would use the drop down calendar to change the date.

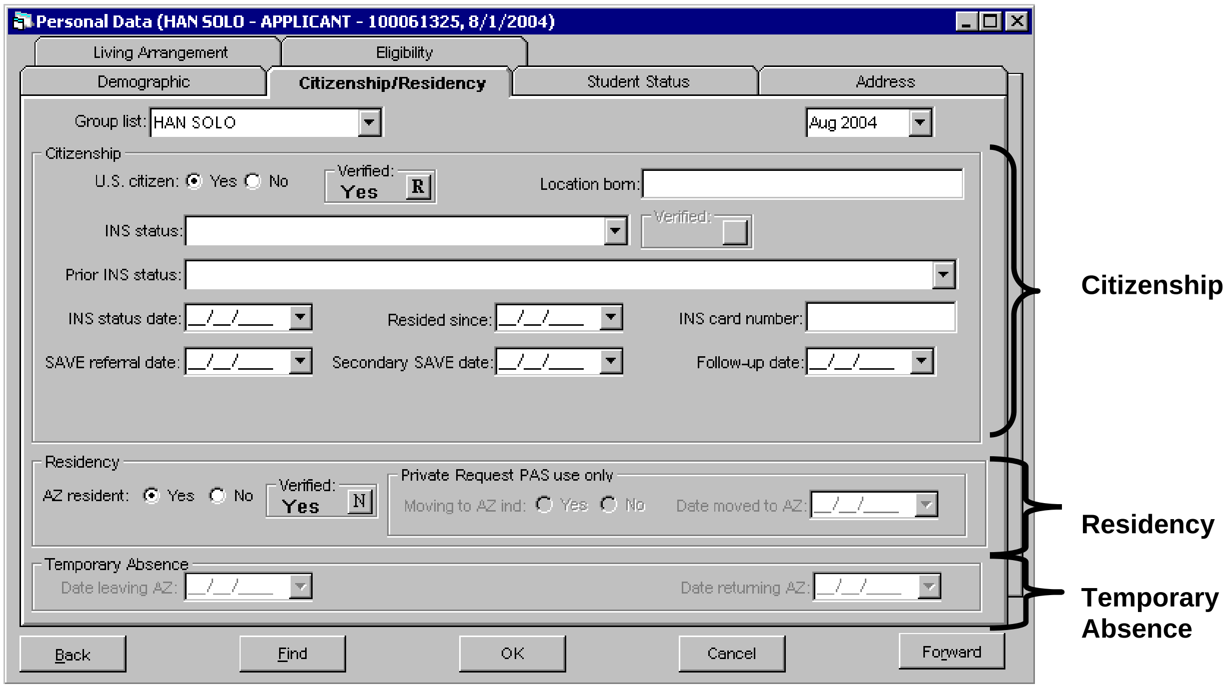


When you have completed all entries, click on the **"Forward"** button to continue to the next tab in the Standard Path, which is the **"Citizenship/Residency"** tab.

8. Citizenship/Residency

The **Citizenship/Residency"** tab contains three grids.

- **Citizenship** — Identifies if the customer is a U.S. citizen, or a Qualified Non-Citizen.
- **Residency** — Identifies if the customer is considered to be an Arizona resident.
- **Temporary Absence** — Identifies when a customer is temporarily living out of state and the date of intended return (Grayed out at initial application).



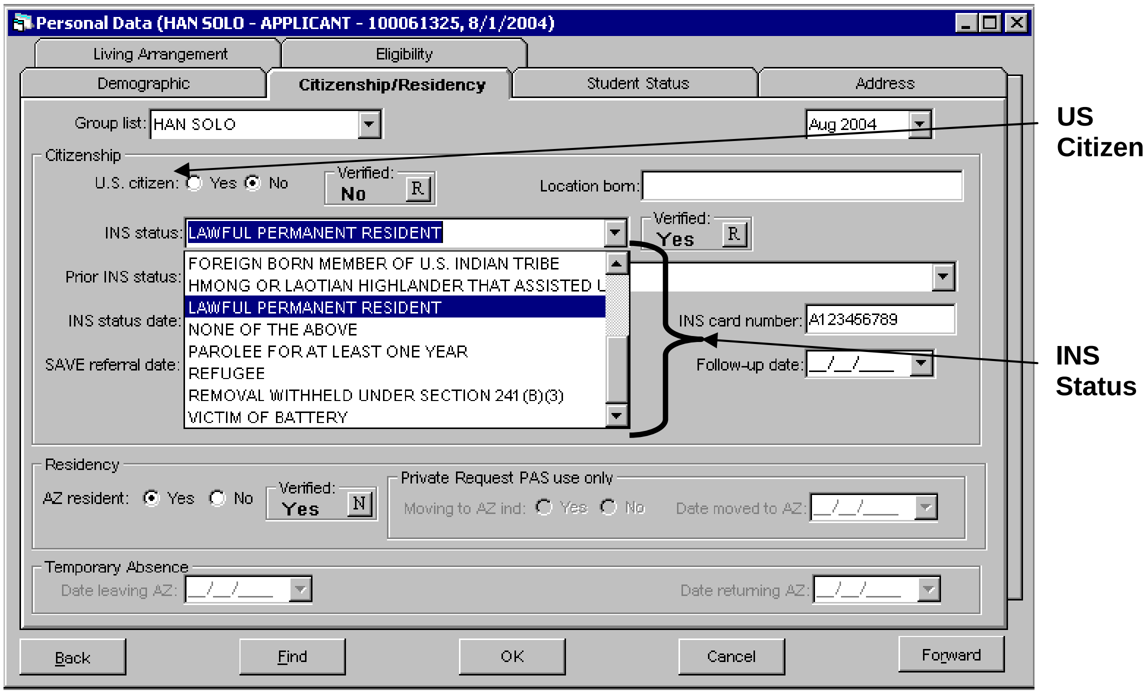
The first grid is **"Citizenship"**. Complete the following information, if applicable:

- **U.S. Citizen** — If the customer is a U.S. citizen, click on the **"Yes"** radio button. If the customer is not a U.S. citizen, click on the **"No"** radio button. Note: This is a required verification.

- **Location born** — If the customer is a U.S. citizen, indicate the city and state in which the customer was born, if known. If the customer is not a U.S. citizen, indicate the city (if known) and country of birth.

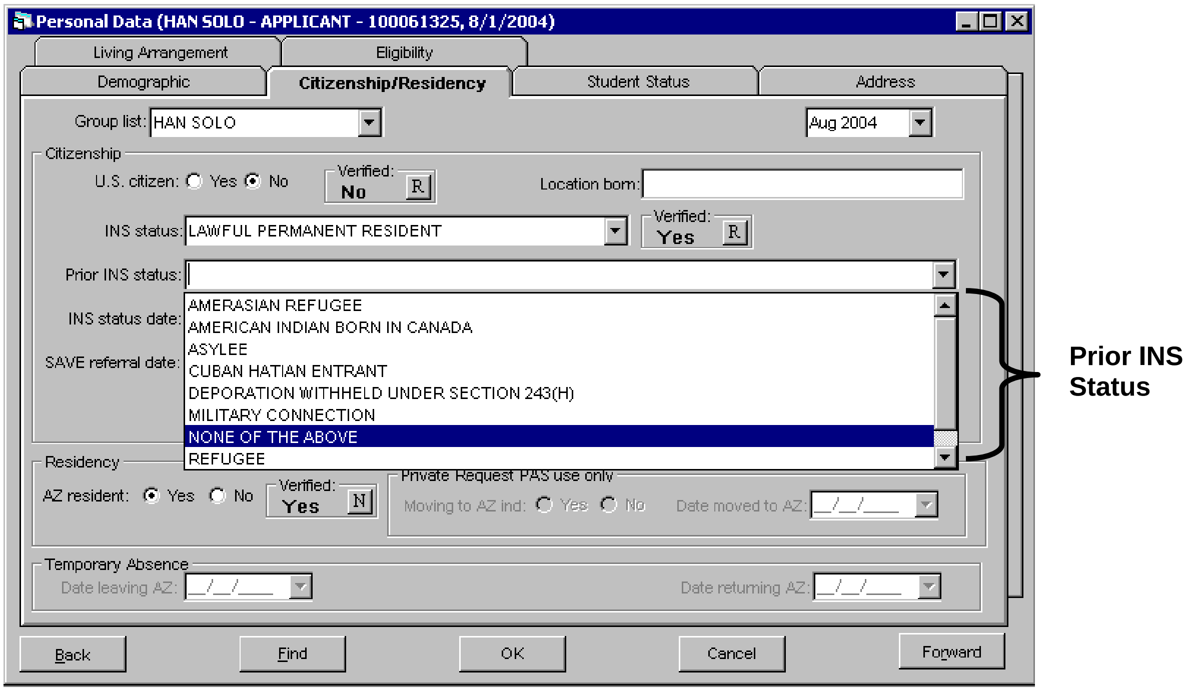
- **INS Status** — If the customer is not a U.S. citizen, you must determine the correct immigration category for the customer. This field is enabled when you click the **"No"** radio button for **"U.S. citizen"**. To view the drop down list, click on the ▼ (down arrow). A list of the categories will appear. Use the vertical scroll bar to see all the categories.

You can also type the category in the **"INS status"** field, and the system will default to the first category that begins with the first letter you typed. In the example below the letter **"L"** was entered; the system defaulted to LAWFUL PERMANENT RESIDENT.



- **Prior INS Status** If the non-citizen customer was previously in the U.S. with the knowledge and permission of INS, you need to determine which immigration category previously applied to the customer. To view the drop down list, click on the ▼ (down arrow). A list of the categories will appear. Use the vertical scroll bar to see all the categories.

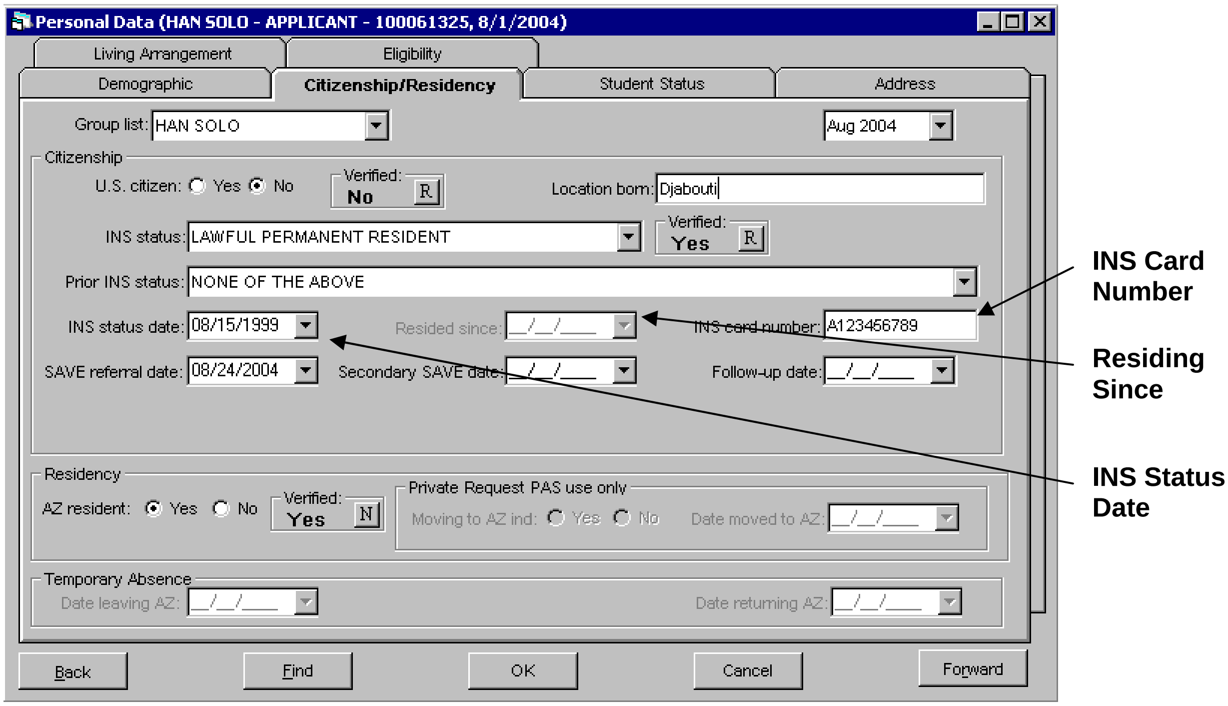
As before, begin typing the category in the **"Prior INS status"** field, and the system will default to the first category, beginning with the first letter you typed.



- **INS Status Date** — Identifies the date the customer began their current INS status. You can either click on the ▼ (down arrow) to select a date from the calendar, or type in the date.

- **Resided Since** — Identifies the date the customer began residing in the U.S. You can either click on the ▼ (down arrow) to select a date from the calendar, or type in the date.

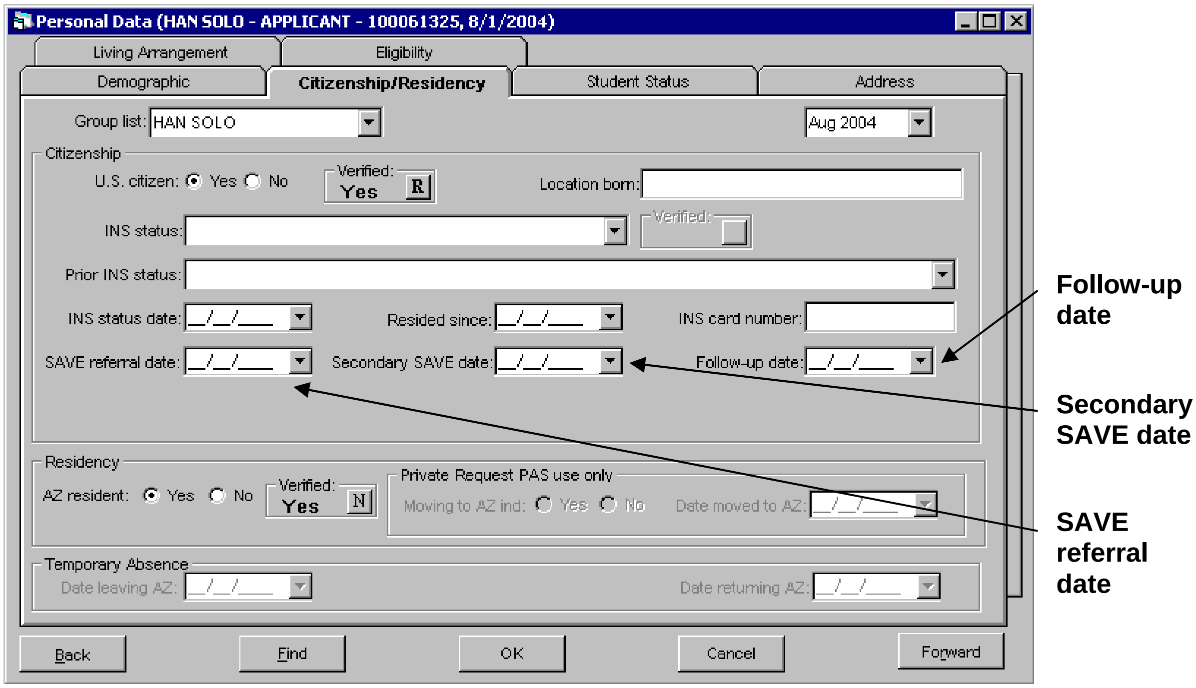
- **INS Card Number** — Enter the identifying number issued by INS for each non–citizen with legal entry. The numbers are found on the alien identification document, and always begin with the letter **"A"**, followed by a series of numbers.



- **SAVE Referral Date** — Identifies the date you requested a SAVE (Systematic Alien Verification for Entitlements). You may either type in the date, or use the drop down calendar.

- **Secondary Date** — Identifies the date you forwarded the U.S. Department of Justice Document Verification Request (G-845S) form. You may either type in the date, or use the drop down calendar. The system will automatically set an alert for follow-up.

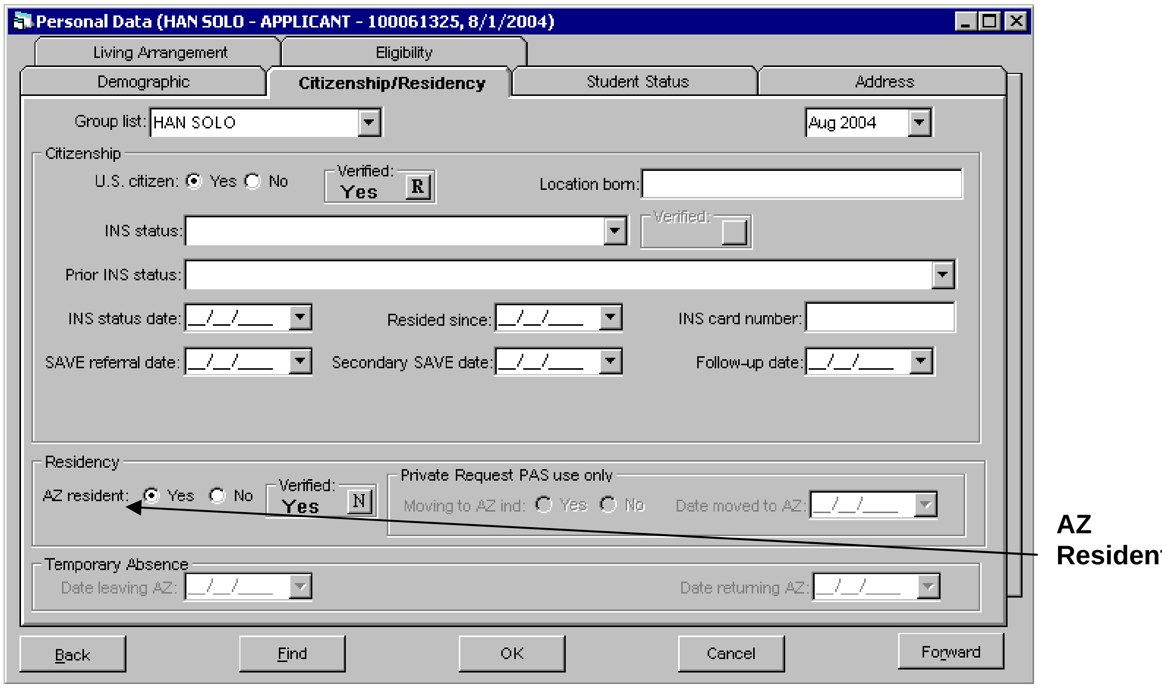
- **Follow-up Date** — INS is to respond to the Secondary SAVE request within ten calendar days. However, sometimes it takes longer than ten calendar days. Since the **"Follow-up date"** is not a mandatory field, leave this field blank



The next grid is **"Residency"**. The following information must be completed:

- **AZ Resident** Use the **"Yes"** or **"No"** radio buttons to indicate if the customer meets the definition of an Arizona resident.

  Note: When the **"Yes"** radio button is selected, ACE automatically defaults to verified by **"Client Statement"** however, you can enter other verification if the residency is questionable and additional verification was required.



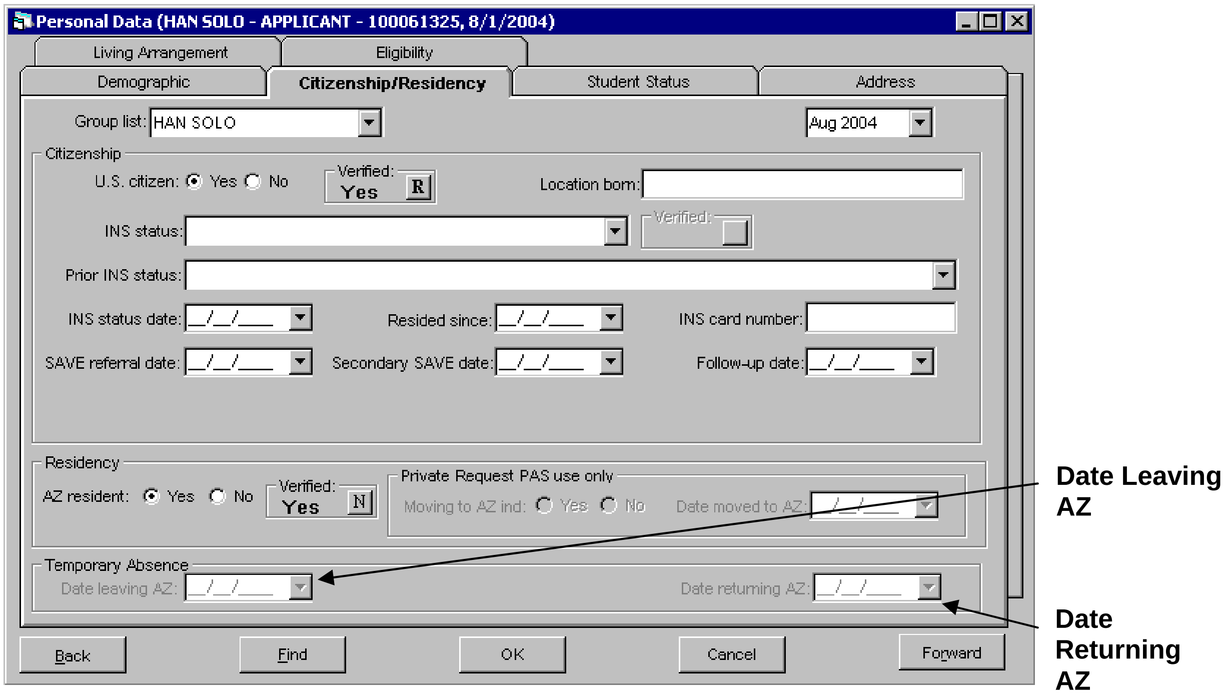
The next grid is **"Temporary Absence"**. The **"Temporary Absence"** fields will be enabled for on-going cases only. You will not need to complete these fields on a new application. The following information must be completed when a customer meets the definition of being temporarily absent from Arizona:

- **Date Leaving AZ** Identifies the date the customer left the state.
- **Date Returning AZ** Identifies the date the customer is expected to return to the state.

To complete these fields for an ongoing case, either click on the ▼ (down arrow) to view the calendar, or type in the dates. Once the dates are entered into ACE, call the Tech Service Center and request that the information be communicated to PMMIS so that the customer will be switched to Acute Care Emergency Services only for the full calendar month(s).

Be sure to enter comments in the **"Comments"** window.

When you have completed all entries, click the **"Forward"** button to continue to the next tab in the Standard Path, which is the **"Student Status"** tab.

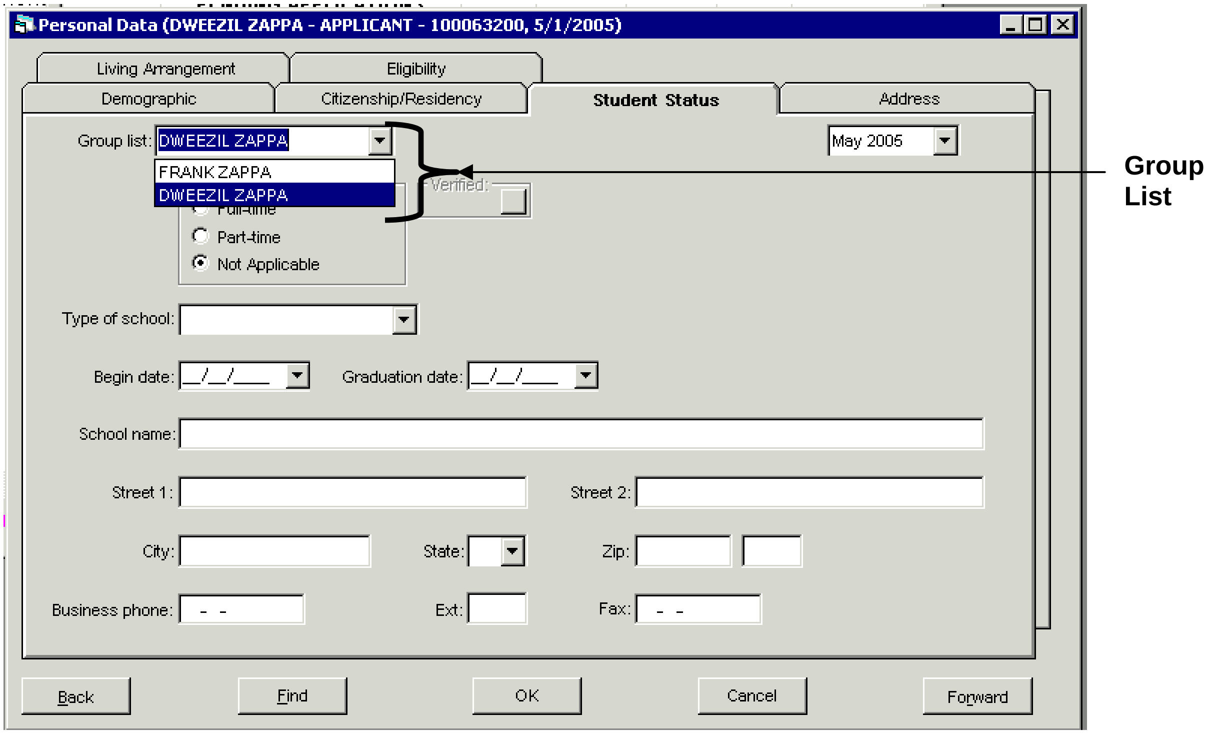


9. Student Status

The **"Student Status"** window is completed for all members of the household who meet the *definition of student and* *are employed*. If the group members do not meet the definition of student, click the **"Not Applicable"** radio button. Once **"Not Applicable"** has been selected, no further entries are necessary for this tab.

This window is used to identify household members who are under the age 19, employed, and meet the definition of student. If a member meets the definition of student, certain deductions may apply in the Medicaid screening income calculations.

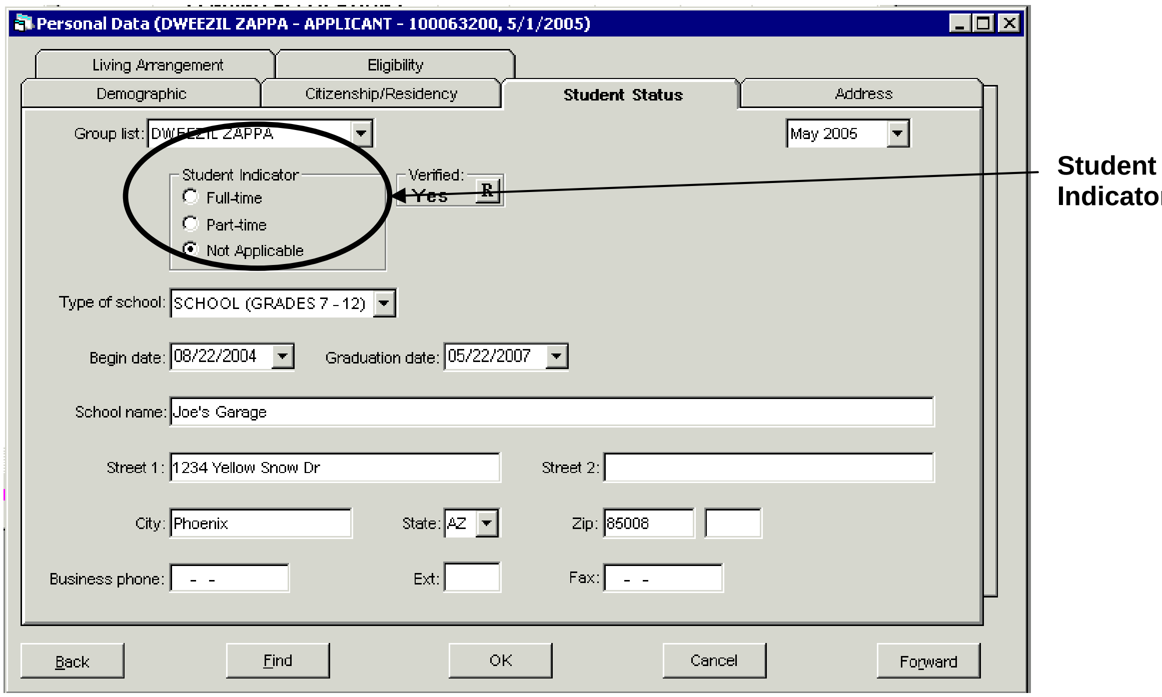
If none of the members meets the definition of student, click on the **"Forward"** button and refer to the **Income Chapter** to continue to the next window in the Standard Path, which is **"Income"**.



If there is a household member under the age 19 who claims to be a student, and has earned income, mail the **Request for Verification of School Attendance** to the school to determine if the member meets the criteria of a student. Use the information on the forms to complete this tab.

To complete this tab, start at the **"Student Indicator"** grid. Select the correct category for each group member by checking on the appropriate radio button. The categories are:

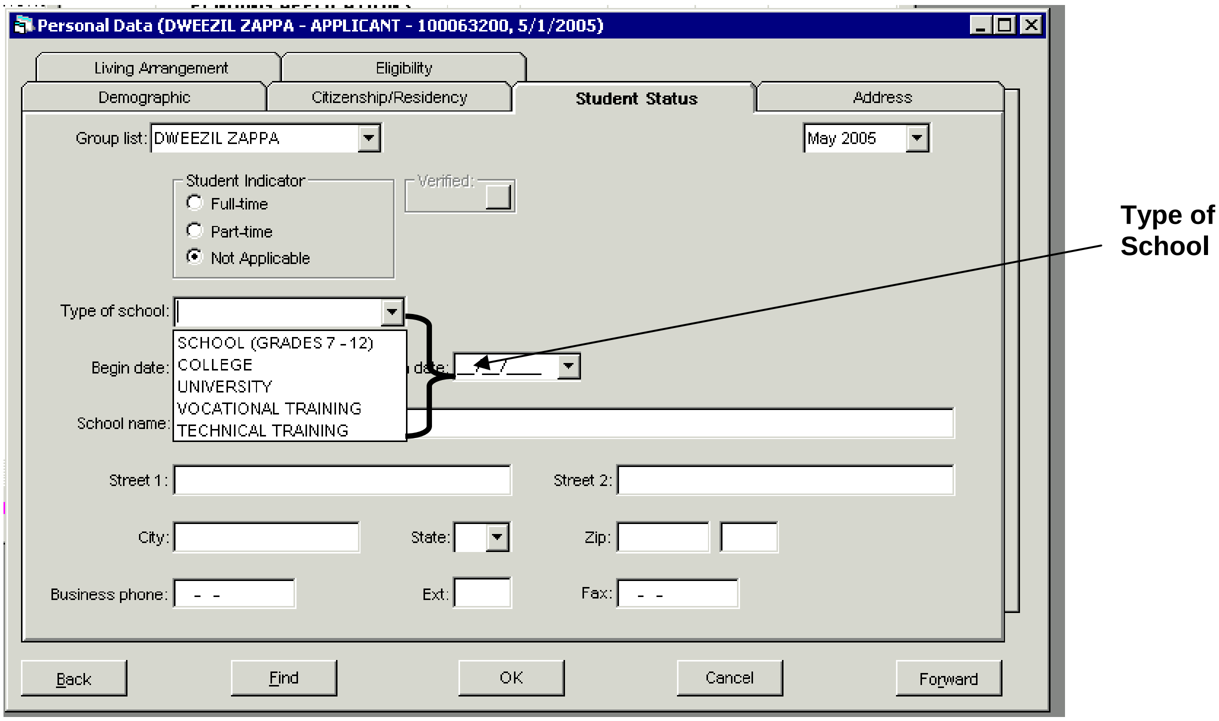
- **Full-time**
- **Part-time**
- **Not applicable**



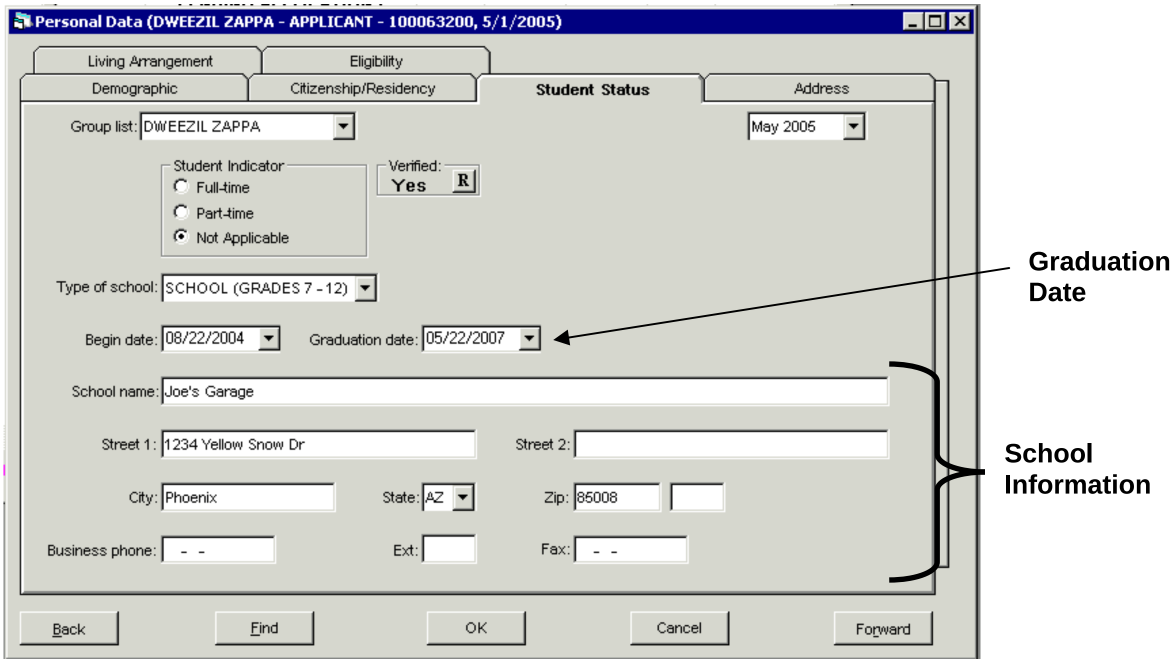
If the household member meets the definition of student, complete the following fields:

- **Type of School** Indicates the type of school the member attends.
  Note: You are completing this on members under the age of 19 and employed. If you have a member under age 19 and not employed, or age 19 or older, they do not meet the definition of student. **"Not Applicable"** in the **"Student Indicator"** grid should be selected.

Use the ▼ (down arrow) located on the **"Type of School"** field to view the different types of schools.



- **Begin Date** — Enter the date the student started at the school. You can either type in the date, or use the drop down calendar.
- **Graduation Date** — Enter the date the student is expected to graduate. You can either type in the date, or use the drop down calendar.
- **School Name / Address** — Enter the name and address of the school (if known).
- **Business Phone** — Enter the telephone number for the school (if known).
- **Fax** — Enter the fax number for the school, if available.



When you have completed all entries, click on the **"Forward"** button and refer to the **Income Chapter** to continue to the next window in the Standard Path, which is **"Income"**.

Remember enter the appropriate information on all group members before clicking on the **"Forward"** button to proceed to the next tab.